Recommended Resources on 311

***1. Customer Service and 311/CRM Technology in Local Governments: Lessons on Connecting with Citizens - A primer on implementing a 311/CRM system

http://bookstore.icma.org/Customer_Service_and_311_CRM_T_P1881C141.cfm

2. ICMA National Study of 311 and Customer Service Technology – All research reports produced by the study (case studies, presentations, white papers, etc.) are available for free download on the website.

http://icma.org/311

3. 311 Roundtable Discussion Archives - Files of past discussions on various aspects of implementing as 311/CRM system

http://icma.org/en/Page/100221/311CRM_Roundtables__Archives

4. The Office of Community Oriented Policing Services (COPS) at the U.S. Department of Justice -

http://cops.usdoj.gov

5. CS Week's 311 Synergy Group – Professional association of 311 directors and managers

http://csweek.org/311synergygroup

6. Association of Government Contact Center Employees – Professional association of government contact center personnel.

http://governmentcallcenter.org